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UNITED STATES DISTRICT COURT

DISTRICT OF NEVADA

ORACLE USA, INC., et al.,

Plaintiffs,

v.

RIMINI STREET, INC., et al.,

Defendants.

Case No. 2:10-cv-00106-LRH-VCF

**DECLARATION OF CRAIG
 MACKERETH IN SUPPORT OF
 RIMINI'S OPPOSITION TO
 ORACLE'S MOTION FOR ORDER
 TO SHOW CAUSE**

PUBLIC REDACTED VERSION

1 I, Craig Mackereth, declare as follows:

2 1. I am currently Rimini Street's Group Vice President for Global Support, and I
3 have worked at Rimini for more than 8 years. I submit this declaration in support of Rimini's
4 Opposition to Oracle's Motion for Order to Show Cause. The facts stated in this declaration
5 are based on my personal knowledge, and if called upon as a witness, I would and could testify
6 competently to them.

7 2. In my role at Rimini, I am responsible for the delivery of all SAP and Oracle
8 software support services to Rimini clients, including those clients running Oracle PeopleSoft
9 and JD Edwards software.

10 3. Rimini has supported clients' JD Edwards software since [REDACTED] JD Edwards
11 software is enterprise resource planning software that clients use for supply chain management
12 and financial records.

13 4. [REDACTED]
14 [REDACTED]
15 [REDACTED]
16 [REDACTED]
17 [REDACTED]
18 [REDACTED]
19 [REDACTED]
20 [REDACTED]
21 [REDACTED]
22 [REDACTED]
23 [REDACTED]
24 [REDACTED]

25 6. [REDACTED]
26 [REDACTED]
27 [REDACTED]
28 [REDACTED]

1 7. I have reviewed the Declaration of Jim Benge (“Benge Declaration”) also being
2 filed in support of Rimini’s Opposition to Oracle’s Motion for Order to Show Cause. The core
3 Process 2.0 concepts described in the Benge Declaration— [REDACTED]

4 [REDACTED]
5 [REDACTED]
6 [REDACTED]
7 [REDACTED]
8 8. Although the issues Rimini’s JD Edwards clients encounter with their software
9 are almost always unique and thus require unique solutions (or “fixes”), the core Process 2.0
10 break-fix support concepts described in the Benge Declaration also generally apply to JD
11 Edwards break-fix support.

12 9. The core Process 2.0 TLR Update support concepts described in the Benge
13 Declaration also generally apply to JD Edwards TLR Update support, although [REDACTED]

14 [REDACTED]
15 [REDACTED]
16 [REDACTED]
17 [REDACTED]
18 [REDACTED]
19 [REDACTED]
20 10. [REDACTED]

21 [REDACTED]
22 [REDACTED]
23 [REDACTED]
24 [REDACTED]
25 [REDACTED]
26 [REDACTED] [REDACTED]

27 [REDACTED]
28 [REDACTED]

1 [REDACTED]
2 [REDACTED]
3 [REDACTED]
4 [REDACTED]
5 [REDACTED]
6 [REDACTED]
7 [REDACTED]
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10 [REDACTED]
11 [REDACTED]
12 [REDACTED]
13 13. [REDACTED]
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22 [REDACTED]
23 [REDACTED]
24 [REDACTED]
25 [REDACTED]
26 [REDACTED]
27 [REDACTED]
28 [REDACTED]

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct, and that I executed this declaration on July 31, 2020, at

Argyle, TX.



Craig Mackereth